

# STATE OF INDIANA



INDIANA UTILITY REGULATORY COMMISSION  
302 W. WASHINGTON STREET, SUITE E-306  
INDIANAPOLIS, INDIANA 46204-2764

<http://www.state.in.us/iurc/>  
Office: (317) 232-2701  
Facsimile: (317) 232-6758

IN RE THE MATTER OF THE )  
COMMISSION INVESTIGATION )  
INTO THE SERVICE QUALITY )  
OF INDIANA BELL TELEPHONE )  
CO., INC. D/B/A AMERITECH )  
INDIANA UNDER IC § 8-1-2-4; )  
IC § 8-1-2-58; AND 170 IAC 7-1.1 )

CAUSE NO. 41911 S-1

FILED

MAY 22 2003

INDIANA UTILITY  
REGULATORY COMMISSION

You are hereby notified that on this date the Indiana Utility Regulatory Commission ("Commission") caused the following entry to be made:

April 30, 2003, Indiana Bell Telephone Company, Incorporated d/b/a SBC Indiana ("SBC Indiana") filed a *Motion of SBC Indiana for Protection of Confidential and Proprietary Information* ("Motion") in this Cause. In its Motion, SBC Indiana seeks the issuance of a protective order by the Presiding Officers to protect certain confidential trade secrets ("Confidential Information") that will be submitted to the Commission as part of SBC Indiana's first quarterly progress report ("Progress Report"). SBC Indiana indicates that the Progress Report contains Confidential Information regarding capital expenditures at the wire center level, operational results and data at a granular level (i.e., at the call center level), business practices and strategies, including that relating to business systems, and competitively sensitive information. Motion at 2.

SBC Indiana's Motion is supported by the affidavits ("Affidavits") of Joyce Gohr, Michael Bevington, Laura Lopez, and William O'Toole.

The Affidavit of Joyce Gohr, Area Manager Operation Center Training and Development, describes the Confidential Information reflected in Exhibit III-16 (a-f), business practice and strategies; Exhibit III-17(a), Customer Survey results, Exhibit III-19(a), Abandon Rate, business strategy; Exhibit III-23(b), Process Points document, business practice; Exhibit III-22(a), RepScore screen shots, results; and, Exhibit III-23(a), REPSS 2002 enhancements, business practice.

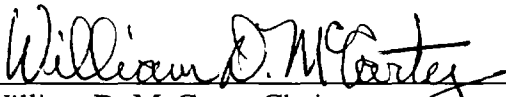
The Affidavit of Michael V. Bevington, Manager in SBC Midwest's network Services Staff Organization, describes the confidential information contained in the Progress Report reflected in Attachment IV-1(a) Five Wire Centers, Initial Review Report. Specific capital expenditures quoted, Business Practice and Strategy; and Attachment IV-5(a) GPS Strategy, Business Practice and Strategy.

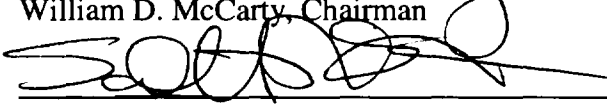
The Affidavit of Laura Lopez, Senior Manager of the Consumer Affairs team of SBC Midwest's Consumer Markets Unit describes the Confidential Information contained in the Progress Report and reflected in Attachment III-5(a), PowerPoint presentation outlining Infinite Service initiative, setting out competitively sensitive information and business practices; and Attachment III-5-(b), Infinite Service Activity report describing actions taken.

The Affidavit of William O'Toole, Associate Director of Customer Relations in SBC Indiana BCS 1, describes the Confidential Information contained in the Progress Report and reflected in Attachment III-9(b), Project timeline, reflecting strategic decisions which and when systems are used; Attachment III-9(c), BCS Enhancement Projects, an extensive detailed description of system implementation; Attachment III-II(a), BCS Desktop Enhancements, describing, in one location, the systems used by SBC; Attachment III-14(b), ASA Goal Setting Analysis, setting forth strategic goals; Attachment III-14(c), Analysis of Abandoned Calls, setting out call center specific data and strategic analysis; and Attachment III-15(b), Talk Time monitoring Results, setting out daily (for two hour periods) results.

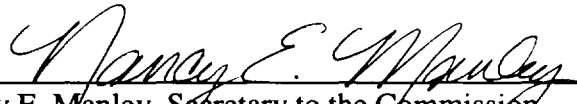
The Presiding Officers, having reviewed the information contained in SBC Indiana's Motion and Affidavits, find that there is a sufficient basis for a preliminary finding that confidential procedures are appropriate and should be followed concerning the specific Confidential Information to be submitted by SBC Indiana as part of its Progress Report. Accordingly, SBC Indiana should *hand deliver* to the Presiding Administrative Law Judge the Confidential Information, under seal, with the cause number of this proceeding and marked as confidential, and such information shall be treated as confidential on a preliminary basis, in accordance with IC § 5-14-3-4.

**IT IS SO ORDERED.**

  
\_\_\_\_\_  
William D. McCarty, Chairman

  
\_\_\_\_\_  
Scott R. Storms, Chief Administrative Law Judge

5/22/03  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Nancy E. Manley, Secretary to the Commission